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**Robert**

**Robert.343125@2freemail.com** ***IT Operations Engineer***

***BS Computer Science***

**OBJECTIVE**

**To be part of a dynamic organization where I can actualize my full potential and develop my chosen profession through various stimulating challenges and that will provide an opportunity for career advancement.**

**PROFESSIONAL & TECHNICAL EXPERTISE**

* Basic knowledge inCisco Router/Switch/VLAN, VoIP and Wifi Access Point(Installation, Configuration and Management)
* Basic knowledge on Server Virtualization such as VMware/ESXI (Migration,Configuration and Management)
* Knowledge in Windows Server 2008/2012 R2 including DNS, DHCP, WSUS, Active Directory and Group Policy
* Knowledge in Wireshark, WS\_Watch, Check\_MK, Ping Plotter &Cacti(Network monitoring, maintenance and troubleshooting)
* Basic knowledge in McAfee ePolicy server and Endpoint protection
* Knowledge in OS such as Microsoft Windows 7, 8 and 10
* Basic knowledge in Linux CentOS, and Ubuntu
* Basic knowledge in Firewall pfSense and Sangfor
* Standard operating procedures and IT fundamentals that includes:
* Cable Layout & maintain proper information of all installations to facilitate future's upgrading /service requirement
* Also provide tech support, attends service calls & responsible in providing maintenance to all products installed and

ensureequipment is tested upon installations and setup

* Identify and assess problems encountered during project execution and where appropriate, liaise with principals and vendors to check on faulty lines and to rectify problems
* Research & setup Open-Source network monitoring tools for IT Service level monitoring

**PROFESSIONAL EXPERIENCE**

**IT Operations Engineer NinetyNine Technology Inc.(December 2015 – Present)**

*2702 PBCom Tower, Ayala Ave, Makati City Philippines*

* Installed and configured Safedog(security cloud host/firewall) to CentOS servers
* Research and implement new open source solutions
* Daily monitoring of INCAPSULA DDOS attack report
* Update iptables of Safedog in all Content Delivery Network(CDN) servers
* Manage/maintenance of CDN forum site build in open source(MyBB)
* Assist in handling CDN issues
* Registered new domains to DNS hosting provider(DNSPOD)

**Technical Support Engineer**

* Provide 1st and 2nd level technical support to end-users. Installation, troubleshooting and configuration of hardware

peripherals and software packages according to business requirements

* Manage network monitoring and security system such as Wireshark, Check\_MK, Cacti, pfSense, Ping Plotterand OSSIM
* Manage and configuration of Window Server, Active Directory and Domain Name Server (DNS)
* Checking/monitoring of CCTV status (disk space, hardware and last record of videos)
* Set up and configuration of OpenVPN, Wifi access point and VoIP phone
* Manage, configuration and monitoring of firewall Sangfor
* Manage check list, reports and inventory
* Update of IP address table and map

**IT Specialist Curo Teknika(ePLDT) (November 2013 – December 2015)**

*25th and 26th Flr. Robinsons Cyberscape Alpha Ortigas Center Philippines*

**Project Site: Jollibee Foods Corporation - IBM (International Business Machine)**

* Manage clients IT operational activities like reformat, backup files, software and hardware installation, troubleshooting,

escalating problems on the software, systems and hardware

* Provides 24/7 support and escalations to all sites of Jollibee and performs routine activities and maintaining I.T services
* Assist concerns of users in email, sending SMS broadcast and email blast for advisory and network/system downtime
* Installation and troubleshooting of their data base software like Oracle and SAP(Systems Applications and Product)
* Installation and troubleshooting of devices(Barcode/Dot matrix printer, Scanner, VoIP phone)
* Setup/configuration of webmail(zimbra) to MS Outlook, smart phone/tablet
* Installation/configuration of VPN(OpenVPN and Forticlient)
* Remote PC and servers using VNC, Team Viewer and remote desktop
* Assist all the meeting rooms for their video conference using Polycom and Skype

**Coordinator/Merchandiser Promo Edge Corporation (June 2012 – November 2013)**

 *5 Flr MJL Bldg., 1175 Pasong Tamo Makati City Phillipines*

**Project Site: Philippine Long Distance Telephone Company (PLDT)**

* Process and request of working permit for set up in special events
* Checking Wi-Fi hotspots/zone status in different site or establishments
* Merchandise free Wi-Fi items or materials in selected partners or establishments
* Setup voice and data connections in special events
* Checking or monitoring booth of PLDT in different site for status report

**SEMINARS AND TRAINING**

**Linux/Red Hat Certified System Administrator October 29 - November 19, 2016**

Venue: Mendiola Square, Recto Ave, Quiapo, Manila, Metro Manila 1008

**Networking 101/ CCNA Boot Camp July 30-31, 2016**

Venue:PBCom Tower Ayala Ave. Cor. V.A Rufino St. Makati City

**Windows Server 2012 Administration April 23-24, 2016**

**(Introduction & advance set-up, configuration, migration and managing DNS, WSUS, Active Directory and Group Policy)**

Venue: PBCom Tower Ayala Ave. Cor. V.A Rufino St. Makati City

**EDUCATIONAL ATTAINMENT**

 **Asian Institute of Computer Studies**– Caloocan Branch, Caloocan City

* Bachelor of Science in Computer Science

 2008 – 2011

 **Jose Rizal University**– Shaw Boulevard, Mandaluyong City

* Bachelor of Science in Information Technology

 2007 – 2008

 **Asian Institute of Computer Studies**– Bicutan Branch, Parañaque City

* Associate Graduate in Computer Science

 2005 – 2007

 **Ramon Pascual Institute** – Dr. A. Santos Ave. Parañaque City

* Secondary

 2001 – 2005

**Sucat Elementary School**– Sucat, Muntinlupa City

* Primary

 1995 – 2001

**PERSONAL INFORMATION**

Born on the 28 of April 1989 in Manila City, Philippines, can speak English and Filipino. 170 cm in height and weighing 136 lbs. Roman Catholic. I'm a person with strong sense of responsibility, self-motivated & positive attitude. Have outstanding talents such as playing guitar & photo editing, enthusiast, flexible, creative disciplined & well organized in work habits with ability to function smoothly in pressure situations. I'm a hardworking, fast learner & willing to learn more. Interest includes internet technologies reading and watching that focus on the IT trends on the world.

I hereby certify that all information given are true and correct to the best of my knowledge.

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